



Commission on Teacher Credentialing

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Office of the Executive Director

June 15, 2012

Dear CTC Stakeholders,

Subject: New CTC Online System

As most of you are aware, after three years of development, design, programming, and testing, the Commission on Teacher Credentialing launched its new web-based Online Credential Processing system on May 29, 2012. Over 7,700 applications and recommendations have been received, processed, paid for and credentials issued since the system went live.

The new CTC Online system provides greater security and up-to-the minute credential data in real time. As expected with any technology project of this size and complexity, start-up issues have arisen and bugs have been uncovered. Commission staff, with your help, is addressing these issues as they are identified. We take full responsibility for any change in service levels you may be experiencing due to implementation and are committed to making any modifications that will enhance the system's usability as well as implementing suggestions from the field.

As we work through these problem areas it may be difficult to focus on the positive outcomes we have achieved. With your help we will soon be talking about added features and enhancements and the day to day processing will become routine and consistent. Until then we welcome your continued input and feedback, which will result in a better system.

Thank you for your patience and for working with us to make the new CTC Online system a success.

Sincerely,

Charles Gahagan, Chair
Commission on Teacher Credentialing

Mary Vixie Sandy, Executive Director
Commission on Teacher Credentialing